

Spain-A Estrada: Telephone-answering services

OJ S 239/2022 12/12/2022

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Fundación Pública Urgencias Sanitarias de Galicia-061

National registration number: G15702350

Postal address: Avenida de la Cultura, s/n

Town: A Estrada

NUTS code: ES11 Galicia

Postal code: 36680

Country: Spain

Contact person: Rosa del Riego Santos

E-mail: compras.061@sergas.es

Telephone: +34 881547490

Fax: +34 881546728

Internet address(es):Main address: www.contratosdegalicia.gal**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: www.contratosdegalicia.gal

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [www.](http://www.conselleriadefacenda.es/silex)[conselleriadefacenda.es/silex](http://www.conselleriadefacenda.es/silex)

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Servicio de operación telefónica (contact center)

Reference number: AB-FUS1-22-003

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3.

Type of contract

Services

II.1.4. Short description

El objeto de la presente contratación es la prestación, en las condiciones recogidas en el pliego de prescripciones técnicas particulares (PPT), del servicio de operación telefónica (contact center) para la Fundación Pública Urgencias Sanitarias de Galicia-061.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: ES11 Galicia

NUTS code: ES114 Pontevedra

Main site or place of performance: Calle de la Cultura. s/n 36680 A Estrada · Pontevedra

II.2.4. Description of the procurement

El objeto de la presente contratación es la prestación, en las condiciones recogidas en el pliego de prescripciones técnicas particulares (PPT), del servicio de operación telefónica (contact center) para la Fundación Pública Urgencias Sanitarias de Galicia-061, consistente en la atención telefónica del número de emergencias sanitarias 061 y del número de consulta sanitaria 902400116, mediante personal especializado, durante las 24 horas del día los 365 días del año.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 11 383 147,78 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

El contrato podrá ser prorrogado anualmente hasta un máximo de un año, sin que su duración total pueda ser superior a cuatro años.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 194-548534](#)

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 09/01/2023 Local time: 23:59

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Spanish, Galician

IV.2.7. Conditions for opening of tenders

Date: 13/01/2023 Local time: 10:00

Place:

Por medios telemáticos.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo de Contratación Pública de la Comunidad Autónoma de Galicia

Town: Santiago de Compostela

Country: Spain

VI.5. Date of dispatch of this notice

07/12/2022